



Cancel a Card Payment



Application Tip

The **Card Operator** is authorized to cancel a payment in OTCnet after a payment amount has been entered for payment processing. Canceling a card payment means that the amount of the payment is credited back to the customer. A payment may be canceled for various reasons, for example: you may begin the payment process too soon and the customer isn't ready, or the customer may realize he/she does not have a card available for payment.



Application Tip

There are three ways to cancel a card payment using OTCnet and the card terminal:

Option one: In OTCnet, you cancel the payment. This can only be done after you begin the payment by clicking **Process Payment**. For Process Payment, the customer must have either inserted the card into the insert slot on the bottom of the card terminal, tapped a contactless card on the card terminal screen, or swiped the magnetic strip of a card on the right side of the card terminal, and the customer cannot have provided additional input.

Additional input may include typing in a Pin or clicking the green button (O). Next, you click **Cancel Transaction**. In the Terminal Controls area, click **Cancel Transaction**, the payment is canceled. The customer receives a "Canceled" message on the card terminal. You can print a **Canceled Receipt**.



Application Tip

Option two: If you click **Manual Card Entry**, and you have entered the card number in the card terminal, click **Cancel Transaction**. When you click **Cancel Transaction**, the payment is canceled. The customer receives a "Canceled" message on the card terminal. You can print a **Canceled Receipt**. If you have not entered the card number, you do not need to click **Cancel Transaction**.



Application Tip

Once a customer has used a card on the card terminal, the payment data is sent to WorldPay (in-flight) and cannot be canceled by the customer or by you. In this scenario, a **Canceled Receipt** does not apply.

Option three: On the card terminal, the customer cancels the payment. The customer clicks on the red button (X) on the card terminal to cancel the transaction.

In OTCnet, you receive a message on the *Card Capture – Perform a Card Transaction* screen that the payment is canceled. You then provide instructions, to the customer, on how to perform another payment.

A message displays at the top of the *Card Capture – Perform Card Transaction* page discouraging users from entering PII data in any user defined field (UDF).

In Option One, to cancel a card payment with Process Payment, follow these steps:

1. Enter the pertinent card details to process a card payment, using Process Payment, from the *Card Capture—Perform Card Transaction* page.
2. Click **Cancel Transaction** to cancel the payment.



Application Tip

It takes about 6-8 seconds to process a payment. You must click **Cancel Transaction** during this time. On the card terminal, customers receive a message communicating that the transaction has been canceled.

3. The system prints a receipt with “Result = Canceled”. Select **Return Home** to be taken to the OTCnet homepage.



Application Tip

The receipt is printed to your default Windows receipt printer. **Print Receipt** stays enabled so you can print multiple copies of a receipt.

In Option Two, to cancel a card payment with Manual Card Entry, follow these steps:

1. Enter the pertinent card details to process a card payment, using Manual Card Entry, from the *Card Capture—Perform Card Transaction* page.
2. Click **Cancel Transaction** to cancel the payment.
3. The system prints a receipt with “Result = Canceled”. Select **Return Home** to be taken to the OTCnet homepage.

In Option three, to cancel a card payment, follow this step:



Application Tip

A customer can cancel a card payment at any time during the payment process. For this example, the customer cancels the payment after initially attempting a payment.

1. The customer is presented with the “*Transaction Amount*” screen. The customer clicks the **red button (X)**.



Application Tip

The customer must press the red button (X) twice to cancel the payment. The first time the customer presses the red button (X) it cancels PIN entry. The second time the customer presses the red button (X) it cancels the transaction. The customer receives a message communicating that the transaction has been canceled. The following message appears, to you: *“The transaction was canceled by the customer. Please re-enter the amount and then click the Process Payment button.”*